SkillShare User Manual 6-2-2008

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Preface:

Congratulations on your decision to participate in a TimeBanks community. You're about to see that the process of exchanging services has evolved in a new and exciting way. Using this Internet-based software, you will be able to create ads for offers or requests yourself, giving them your own personal touch.

The basic premise is simple. Using the web site, you create an advertisement to either offer your services or to request a service. Through the web site, other members of the TimeBank are able to view your ad and your personal profile. They can respond to you, either offering their services to meet your requests or request one of your services. To set this up, you can communicate with these other members to discuss the service and iron out the details. Upon completion of the service exchange, you and your exchange partner use the system to close out the exchange and record the hours. The system will keep track of all the time you spend / earn, and you can easily recall your account status at any time.

Of course, you also have the freedom and ability to browse offers and requests from other members to see how you can assist them. The system even has the capability of letting you record exchange hours without having to place an ad. If you have an arrangement with another member to exchange hours, you don't need to advertise to the TimeBank for assistance.

This manual takes you step-by-step through the entire process:

- create your ads
- respond to others
- record your hours

A final note on a few prerequisites that will assist you in a successful journey thru your time bank experience:

- The best experience with this system occurs if you are comfortable navigating through web pages on the Internet and are familiar with the basic concept of TimeBanking exchanges.
- Additional help and information on TimeBanking is available at www.TimeBanks.org
- Still having problems? You can request a "buddy" through your TimeBank coordinator help get you started.

Set Up:

You have just been activated and the Primary Coordinator (PC) has entered all of your offers and requests. What do you do now?

Log on to www.skillsharenetwork.org

- Click on:
  - For Members
  - SkillShare
- Log on to the Community Weaver home page by entering your email address and password.
- There are 5 tabs across this page:

Messages	My Services	My Hours	My Profile	My Reports

- Clicking on the tabs will enable you to do the following:
  - Messages – to read any messages you have.
  - My Services – see your list of services
  - My Hours – summary of time dollars earned/time dollars spent
  - My Profile My Reports – contains member contact information, lists of upcoming member birthdays, lists of service offers and service requests.

Setting up and/or editing your Personal Profile:

Click on **My Profile**– this is your home page.

- Three sections under this tab are:
  - Personal Info

- Change picture
- Change Password

You can add, change, and delete items by clicking on the "edit my profile" tab. You can update this info at any time.

- Click on **Personal Info tab**. Complete this section with as much information as you want to share.
  Scrolling to the bottom of the profile section, you will see a section titled **Notes & Availability**. This is an important section to complete as it gives other SkillShare members information about when you are available to provide services. Directions for completing the availability section are printed in blue next to the box.
  - Complete the **NOTES** box. There is no spell check for this section; you may want compose your "note" in a word processor and then cut and paste it into the box.
- To save your information, remember to click

Update My Profile

Click on the **Add or change picture tab**

- **Browse** to select a picture on your hard drive. Crop & resize your picture to get it to be the correct size to fit - 400 pixels across the top is suggested.
  - Click on **upload new picture**

Click on **My Services** tab

- Four sections under this Tab are:
  - My offers
  - My requests
  - Alerts
  - Inactive ads
- Click on **My Offers** - One by one, click **edit** and make the changes to reflect on your additional information
  - You can change the **Service Category**, the **Title**, and the **In Detail**. The **In Detail** box is where you describe your offer or request in detail. Spend some time with this to make your offer or request stand out.

    - Enter an **expiration date** if appropriate. For example if you offer or request weeding your garden, September 30th would be a good expiration date
- Enter the **availability** for this specific offer or request
- For **availability in words** accept or change what the PC has put in there for you.
- When you are finished, **preview service ad** and if it is OK, **submit service ad**

The remaining three tabs are self explanatory -

How do I set up an exchange for an offer or request?

Find the one you want

- From the Community page, **Give & Receive,** see TimeBank market place. There are major-categories and sub-categories.
- First way
    - Select the category and/or sub-category to see all the services offered, and services requested.
    - Select a one of the one that you are interested in and see the View Offer and Send Message window.
    - To learn about the member who has this posted this ad, see the member's first name and picture (if any). Click the first name to see the member's home page to learn about the member. To return the **View Offer and Send Message** window, use the back button.
- Advanced search narrows the search to be more specific
    - From the Community page, **Give & Receive,** see TimeBank market place. There are major-categories and sub-categories.
    - Click **Search for Services** and see the Search Service Ads window.
    - Enter the key word and/or a Service Category and Service.
    - Enter the type of service ad (Both, Offers, Requests) you are searching for along with an expiration date, as appropriate.
    - Click **Advanced Search** to narrow the search and scroll down.
    - Now choose one or more of the qualifiers.
    - Scroll to the bottom and click **Search**
- Second way
    - Select **All Offers** or **All Requests** to see a list of them.

Start a conversation

- If you decide to start a conversation with this member about this offer, see the text box at the bottom of the window that contains a canned message.

- You can send this canned message, or you can edit it to be more specific about the exchange that you want to make.
- Preview message, edit if necessary and send your message.
- This begins the conversation with the other member.

Receive & read the reply

- The other member will reply to you via the Community Weaver software (preferred way), by sending you an email message. Some members prefer to make their contacts by phone.
- If the preferred way is used, you will see an email in your inbox from sysadmin@timebanks.org that tells you that a member wants to communicate with you. Could be a new conversation or a continuing a conversation.
- Log on, **my account** and see the conversation at the top. Select **read & reply**.
- Now you have the opportunity to define the date, time, place, details of the service, etc. You can select Can't Do, Pending, or Agree. Indicate the projected date (mm/dd/yyyy) of service.,
- It may take several rounds of conversation until a convenient time is arranged.

How do I record my hours?

- **Exchange between members.**
  You have completed an exchange and you want to record your hours. The hours are recorded by the TimeBank member who is depositing hours to their account for the exchange.
  - The first way: If you used the Community Weaver software to have a conversation with the other member to set up the exchange
    - **My account** – the conversation about your recent exchange is recorded here.
    - Click on **Log hours** and see the Record Hours window.
    - Fill in the date of service (mm/dd/yyyy) and the time earned (15 minute intervals, for example, enter 1 hour and 15 minutes as 1.25)
    - **Preview** and **Confirm**
  - The second way: You didn't have a conversation via the Community Weaver software (e.g., phone calls)
    - **My account** and see the conversations.
    - **My Hours, Add time** and see the Record Hours window.

  - Select recipient that you provided the service to by keying in the 1st 3 letters of the member's first name.
  - Was add posted? Click **Yes or No**
    For yes, select add from the list. The add title and service is filled in for you and you are not able to enter anything in the description field.
    For no, select the Service Category and the Service. This allows you to enter some detail in the Description field.
  - Enter date of service (mm/dd/yyyy) and time earned (15 minute intervals, for example, enter 1 hour and 15 minutes as 1.25)
  - **Preview** and **Confirm**

- **Exchange between you and SkillShare**.
  You have done some work for SkillShare, e.g., work an outreach table, attend a board meeting. Your TimeBank hours increase; SkillShare's TimeBank hours decrease.
  My Account, My Hours, Add Time. You have entered the data. See below for an example of what it should look like after you enter the details and click preview.

  Service Given To: **SkillShare Network**
  Was an Ad posted? No
  Ad Title:
  Service: **Community Activities > Help Our TimeBank!**
  Brief Description: Describe the work you did for SkillShare in the Description field
  Date of Service: 2/25/2008
  Time Earned: 3
  Mileage: 40

- **Donate hours back to SkillShare**.
  The exchange is between yourself and SkillShare where your account decreases and SkillShare's account increases.
  My Account, My hours, Deduct Time. You have entered the data. See below for an example of what it should look like after you enter the details and click preview.
  Service Given By: **SkillShare Network**
  Was an Ad posted? No
  Ad Title:
  Service: **Community Activities > Help Our TimeBank!**

Brief Description: Transfer hours back to SkillShare
Date of Service: 2/25/2008
Time Spent: 30

- **Donate hours to another member**.
  The exchange is between you and another member where your account decreases and the other member's account increases.
  My Account, **My Hours**, **Deduct Time**. You have entered the details. See below for an example of what it should look like after you enter the details and click preview.
  Service Given By: **Dexter Payne**
  Was an Ad posted? No
  Ad Title:
  Service: **Community Activities > Help Our TimeBank!**
  Brief Description: Donate hours to Dexter
  Date of Service: 2/25/2008
  Time Spent: 20

- **Volunteer hours to a Community Partner**
  You volunteered time to a Community Partner but Community Partners don't have Skillshare accounts. So this exchange is between you and SkillShare where your account increases and SkillShare's account decreases.
  My Account, My Hours, **Add Time**: You have entered the data. See below for an example of what it should look like after you and click preview.
  Service Given By: **Sandy Sharpe**
  Service Given To: **SkillShare Network**
  Was an Ad posted? No
  Ad Title:
  Service: **Community Activities > Community Service**
  Brief Description: Volunteer – Teach basic computer to seniors at the Longmont Learning Center for February 2008
  Date of Service: 2/25/2008
  Time Earned: 10

Mileage: 20

How do I place an offer or request?

Placing your offer or request is the heart of the TimeBanks web site. It is just as important that you put up listings for receiving as well as giving. People often forget that we need lots of receivers if we are to build a healthy Time Dollar economy of people helping people.

1. Click the **Give & Receive tab**.
2. Click on the sub-category you're interested in. See a list of ads in this sub-category.
3. Click on the **Add Request** or **Add Offer** button and see the Add a Service screen.
4. Enter the information about your offer or request. Note the checklist in the box on the left.
5. Click **Preview Service Ad** and click **Submit Service Ad** when it reads the way you want it to read.

The screen now displays a message indicating your ad is live. You can click on **View Your New Service Request** link to see it.

What other information can you access on the SkillShare web site?

There are a few other points worth mentioning as you become more familiar and confident in using the web site. You can:

- **Edit or Stop Your Offer / Request**

  1. Click on the **My Account** tab.
  2. Click the **My Services** button in the row of buttons that show up below **My Account**.
  3. Under **My Services**, click on **My Offers** or **My Requests**.
  4. Find the ad you want to change, and click the **Edit** or **Stop** button.

  Edit Button - see **My Service Ad** screen where you can update your ad as described in the Place Your Offer / Request. Adding more details is always better.

  Stop Button - the **Stop** button will turn into a **Start** button that you can press at any time to restart your ad. For example, you may wish to put a stop on a seasonal request and restart it later. All stopped ads will be saved under inactive ads.

- **View your Account Status**

  Access to your account is available at all times. You can view hours earned, hours spent, and a cumulative balance.

  1. Click the **My Account** tab, then **My Hours**, and **View Activity**.
  2. To change the date range;
     Click on **View Transactions** (right side), pull down menu
     Click on the **View** button (right side)

Your have now established a potential exchange in the system! You don't need to check back to look for responses. When someone responds to your ad, the system will automatically send you an email with a link directly to his or her response.

As an extra measure, an email is sent to your TimeBank Coordinator alerting them to the new posting, so they can help facilitate an exchange.

Folks who are new to TimeBanking often make the mistake of only listing the types of services one might find in a listing of professional services. At the core of the Time Dollar economy are the things that people do for each other in extended families. So go ahead and list hair braiding, cooking, after school child care, weeding, etc.

TimeBank coordinators are especially clever at suggesting ways that you may offer services. Ask your coordinator for help in coming up with more ideas for giving and receiving services.

How do I upgrade A Request to an ALERT?

Emergency situations arise. Skill Share members can assist when help is needed immediately.

Two kinds of alerts are possible:

- For a less serious problem, the alert notification appears on the left side of the community page.
- For a more serious problem, in addition to the above request, an e-mail will be sent to each member.

Enter your request (see page 8).

To Upgrade your request to an alert:

- Click the green antennae of the appropriate request
  - See the UPGRADE REQUEST to an Alert window

- Your Message window contains a prewritten message to the primary coordinator – here is where you need to enter the details of your specific request.
  - Enter the ending date for your alert. Preview your request and send it.
- Upon receipt of your request, the primary coordinator will turn it into an alert.
  - You may be called to discuss this request.
  - Your request may be rejected if it not appropriate for an alert.
  - Your request may be treated as less serious or more serious after your conversation with the primary coordinator.